

Montana Fish, Wildlife & Parks

INTERNAL VACANCY ANNOUNCEMENT

**Position Title:** Ticket Seller/Administrative Support

**Position Number(s):** 96318

**Job Code:** 439612

**Division/Region/Location:** Parks/Region 3/Lewis & Clark Caverns

**Documents required to Apply:** State of Montana application **or** an updated resume **and** supplemental question

**Submit Documents to:** Joyce Hill, Human Resource Specialist, at [jhill@mt.gov](mailto:jhill@mt.gov)

**Closing Date:** Midnight March 26, 2017

**Job Status:** ☐ Permanent (year-round) ☐ Seasonal (permanent) ☒ Seasonal <6 ☐ Temp  
☐ Short Term Worker  
☒ Full Time ☐ Part Time ☐ Variable

**Base Hourly Wage:** \$12.642

**Work Shift:** ☐ Daytime ☐ Afternoon ☐ Evening ☐ Nights ☒ Varied

**Percentage of Time Traveling:** Less than 5%

**Is this position Soft Funded:** ☐ Yes ☒ No

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*"Montana Fish, Wildlife and Parks works to perpetuate all that it means to hunt, camp, fish, hike, ride, float, play, climb, sit, wander, explore and revel – to venture outside and into this land we call Montana.*

*[The outside is in us all.](#)*

Remember to submit an update resume and/or complete a State of Montana application and the supplemental question listed below to Joyce Hill, Human Resource Specialist, at [jhill@mt.gov](mailto:jhill@mt.gov). This position closes at 11:59 PM MST on March 26, 2017.

Women and minorities are under-represented in this job category and are encouraged to apply.

**Supplemental Question:**

1. How would you handle the following situation: It's a busy day, the tours have been filling and were at one point as close as 15 minutes apart. With the guide staff available for the rest of day the quickest you can schedule tours is every 40 minutes for the last 2 hours of the day. All of a sudden a tour bus of 55 people shows up to see the cave after you had filled the last tour. You have to find a

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way to accommodate this group and the flow of regular visitor traffic through the cave for the rest of the day. (Please keep in mind that the most people you can realistically fit on a tour is 35 people, but as a rule we try to keep that number to 30 and the ONLY way to see the cave is on a guided tour.)

**Training Assignment:**

This agency may use a training assignment. Employees in training assignments may be paid below the base pay established by the agency pay rules. Conditions of the training assignment will be stated in writing at the time of hire.

**Special Information:**

Benefits include retirement, paid vacation, sick and holidays. This position may be covered by a VEBA (Voluntary Employee Beneficiary Association.)

**Job Duties:**

This seasonal position is responsible for the collection of fees for cave tour tickets, camping, group use, and other miscellaneous items sold at the park visitor center. Incumbent accounts for all fees collected and completes daily sales ledger report. The Incumbents are also responsible for the daily scheduling of cave tours and guides, and provides direct supervision to a seasonal guide staff of up to ten people. Provides information and direction to visitors on a constant basis.

**Qualifications:**

**Knowledge, Skills and Abilities (Behaviors):**

Knowledge of the organization of the agency and regional offices, including organizational units, functions, and key personnel.

Ability to develop, use and maintain directories, personnel lists, and other park or tourism related guides and reference materials.

Ability to understand and effectively explain Park, Parks Division and Department policies and regulations to the general public. Must organize tasks efficiently, establish positive working relationships with co-workers and management, work well with the public, and be able to communicate effectively.

Must have knowledge of bookkeeping and record keeping.

Must be able to follow written and verbal instructions. Must be able to effectively deal with angry or verbally abusive individuals who are dissatisfied with FWP fees, policies and actions.

Ability to use tact, courtesy, and poise, alertness and good judgment in public contacts.

Must have strong organizational and computer skills and the ability to multitask.

**Education and Experience:**

The knowledge, skills, and abilities of this position are normally attained through 2 years of job-related college or vocational training and at least 1 year of job-related experience. Other combinations of education and experience will be considered on a case-by-case basis.

